



Facilities Management
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June 2016

KUDOS NEWSLETTER

We all survived the wet and rainy month of May without having to escape on an ark! Here's to lots of sunshine in June! ☺

DID YOU KNOW? The College of William & Mary offers many resources to their employees to assist in making the work day one of success and productivity? One of these resources is the University Ombuds. **If the issue matters to you, it matters.** The Ombuds will listen to your issues and help outline possible courses of action. You can then decide how to move forward - if at all. The services of the Ombuds are free and voluntary as well as confidential and off the record.

You may contact the Ombuds Office:

- By phone at 757-221-1941
- By email at ombuds@wm.edu

Only relevant information should be left in voice mail or email messages. The confidentiality of email messages cannot be guaranteed.

Multiple e-mails were received recognizing individuals and teams that went above and beyond to insure the mission of Facilities Management was upheld to the highest degree possible. We would like to thank you for your hard work and dedication.



KUDOS TO YOU!!

Beverly Brown and Robert Walker - "We've been working in Ludwell 600 & 602. Beverly has been leading a team of housekeepers, Robert has been leading a floor-waxing crew. Both have been super accommodating. It's a busy time for everyone and they're taking it all in stride. Gold stars to them both!"

- Norman Elton
Network Engineer, IT

Jerry Kinney - "Thank you again for all the support you and your colleagues in Facilities Management have provided for our daughter throughout the year! Because of your efforts, she has had a healthy and positive first year experience in Monroe Hall. Thank you very much for helping us understand the

temperature controls and filter conditions at Chandler Hall where she will live this summer and next year. With allergy/asthma conditions as bad as they are, it is great to know that the filters will be cleaned/replaced this summer before occupants arrive. Thank you with your help in installing and removing the A/C unit from the window. Thank you so much for clarifying our main points of contact for accommodations. Thank you for your responsiveness and for everything you do to keep our students safe and healthy at William & Mary!"

- Mom of Student

Towanda Lynn & Byron Simpson – "The Department of Music would like to invite Towanda and Byron out to lunch to show how much we appreciate their hard work and dedication that they display at Ewell Hall. They are always here for us for our concerts, recitals, rehearsals, and ensembles. On the nights of our concerts, they make sure that the Recital is spotless and bathrooms are stocked with plenty of supplies. Our patrons constantly comment on the cleanliness of our building each time we have a concert. The relationship that they have with the students, faculty, and staff members is personal and compassionate. They always go above and beyond what their duties are. We are so grateful to have them in our building because their involvement is crucial to our department. We wouldn't know what to do without them."

- Logan Chappell
Fiscal Manager, Music Dept.

Nina Lyttle – "Thank you for coordinating the staff for this special event. (Commencement weekend) I appreciate the time, attention, and dedication your staff gives this facility."

- Bob Gough
Assoc. Director, Campus Recreation

Mike Mackenroth – As a mom began bringing her daughter's belongings down 3 flights of stairs - "Mike saw me struggling, and without being asked, just started helping me bring things down the stairs, across the plaza in front of Dinwiddie, and to my car on the street. He even realized I would need tools to remove our AC unit, went somewhere to procure the tools, uninstalled the AC and carried the heavy unit all the way down the stairs and out to our car. To say his help was invaluable would be an understatement. Without Mike's help, I think it would have been a nearly impossible task to get the room packed up and loaded into the car. I certainly wouldn't have been able to accomplish everything within 2.5 hours as I did. You could tell he really cared about the students and their families. He did not have to offer to help us at all, and I was very touched by his actions."

- Mom of Student

The mom had sent her e-mail to Taylor Reveley, President. His comments: "What he did was really wonderful – great for the mother and her daughter, as well as really nice for W&M's reputation." "Thanks so much for letting me know about the wonderful aid and comfort Mike provided to you. Your words were certainly music to my ears."

John McFarlane & Grounds & Gardens Crew – "I am confident W&M's campus has never looked better in its 323-year history than it now does. The grounds, including the PH garden, have been especially beautiful this spring. The places where the grounds have been recently enhanced – such as the marvelous azaleas, dogwood, and grass in the courtyard holding TJ's statue – have made a great

difference for the better. Then there is the lush grass in the Wren Yard, and so much else. Enormous thanks to you and your people for what you've wrought and for all you do to keep the campus looking so wonderful."

- Taylor Reveley
President

Kim Rojas & Mike Stabler – "Your team did a beautiful job, especially Mike Stabler and Miss Kim! Please know that we are truly grateful for their hard work and help. They always go above and beyond."

- Cynthia Flannery
Executive Assist. to the Dean of Faculty of Arts &
Sciences

Facilities Management Team –

"The housekeeping staff did a great job over Commencement weekend! The Student Rec Center looked good Saturday morning and the staff was very efficient in cleaning up after all of the students moved to W&M Hall."

- Bob Gough
Assoc. Director, Campus Recreation

